



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

XXXX xx, 2010

Provider XYZ
111 South Street
Anywhere, IA, 50000

To Whom It May Concern:

The purpose of this letter is to outline the process of AIM Healthcare Services, Inc in partnership with Iowa Medicaid Enterprise. The goal of the partnership is to provide assistance in maintaining and managing all Medicaid credit balances to effectively reduce the amount of future claim payment errors and increase the overall integrity of the claim payment process through the use of data collected.

The following is a summary of the aforementioned process:

- Through periodic onsite reviews, our staff will obtain a credit balance report containing Iowa Medicaid overpayments. The AIM personnel will adjudicate all accounts to a zero balance and refund IME when appropriate.
- Each credit balance will be adjudicated based on Iowa Medicaid provider reimbursement rules.
- If the credit balance is a non-cash adjustment, the Onsite Account Manager will follow the provider's process to post the appropriate adjustments needed to zero out the account.
- If the result is a patient refund, the Onsite Account Manager will follow the provider's process to initiate the patient refund.
- If the credit balance results in a refund due to IME, the Onsite Account Manager, will verify and validate the refund due.
- Approved refunds can be settled by adjusting future payments, which would simply require a signature from a representative from the provider verifying they agree with the overpayment.

A representative from AIM will be contacting your facility in the next two weeks to discuss this process and answer any questions you may have. Otherwise, please feel free to reach me at [insert number of signee here] or Becky Rayburn at AIM Healthcare at 800.243.8246 extension 1263.

Sincerely,

Brian W. Fisher, Account Manager
Program Integrity Unit